CHAPTER 8

QUALITY ASSURANCE

OBJECTIVES

- **Discuss the different inspection of services clauses**
- **Discuss insight vs oversight**
- **Explain contractor quality control plan and government quality assurance**

OBJECTIVES

- **Analyze effective contract surveillance**
- **Identify surveillance methods**
- **Discuss development of the QASP**
- **Explain the use of the QASP**

INSPECTION OF SERVICES CLAUSE

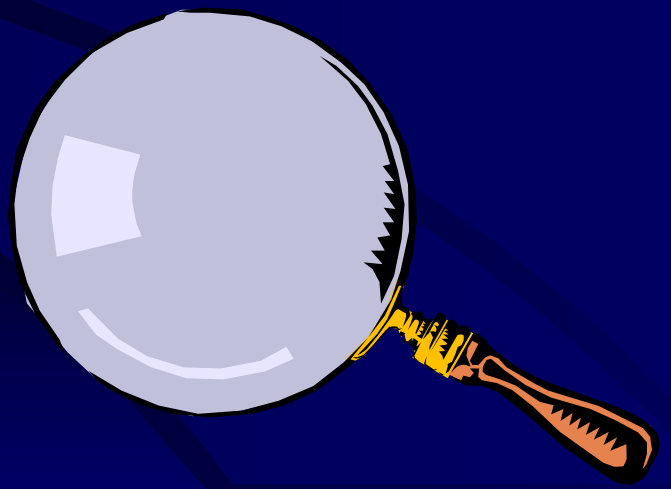
- **States the contractor's and government's rights and responsibilities**
- **AFI 63-124 requires an Inspection of Services clause for every service contract**

QUALITY REQUIREMENT CATEGORIES

- **Contracts for commercial items**
- **Government reliance on inspection by the contractor**
- **Standard inspection requirements**
- **Higher-level contract quality requirements**

INSPECTION OF SERVICES 52.246-4

- **Definition**
- **Contractor’s responsibilities**
- **Government right’s and remedies**



INSIGHT VS OVERSIGHT

Oversight

Watchful care or management, supervision

Insight

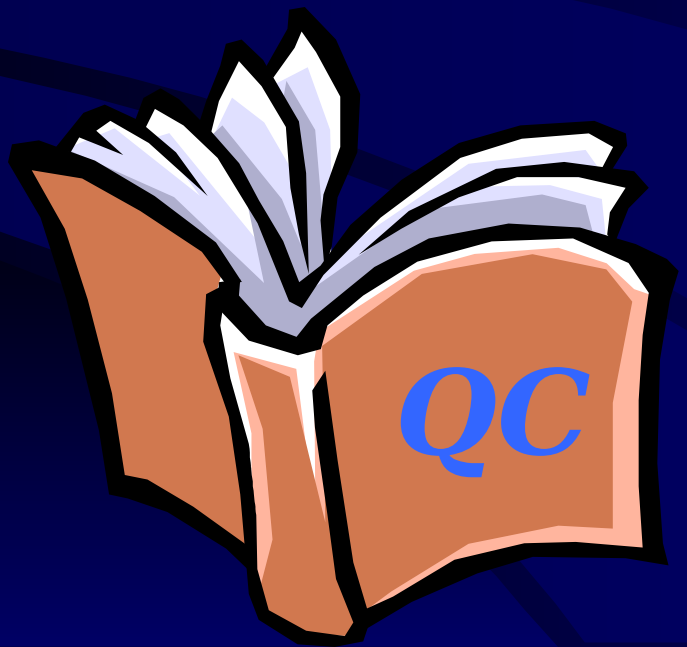
The capacity to discern the true nature of a situation, penetration

INSIGHT

- **On-going surveillance of a contractor’s key processes and the deliverable product**
- **Moves us away from “fixing the problem” to “fixing the cause”**

QUALITY CONTROL PLAN

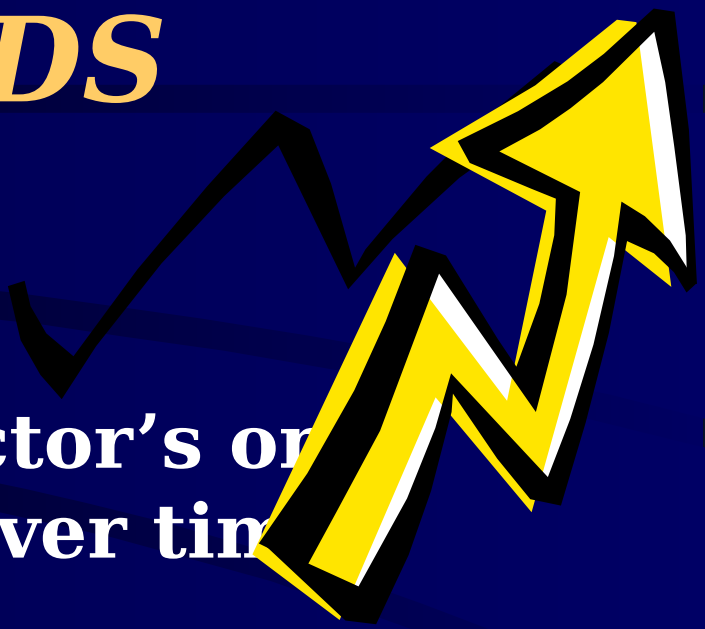
- **Contractor's plan for assuring that the services conform to the SOW**
- **Includes inspection and test criteria**



QUALITY ASSURANCE SURVEILLANCE PLAN

- **Provides a systematic method to evaluate the services the contractor is required to perform**
- **Should be revised or modified as needed throughout the life of the contract**

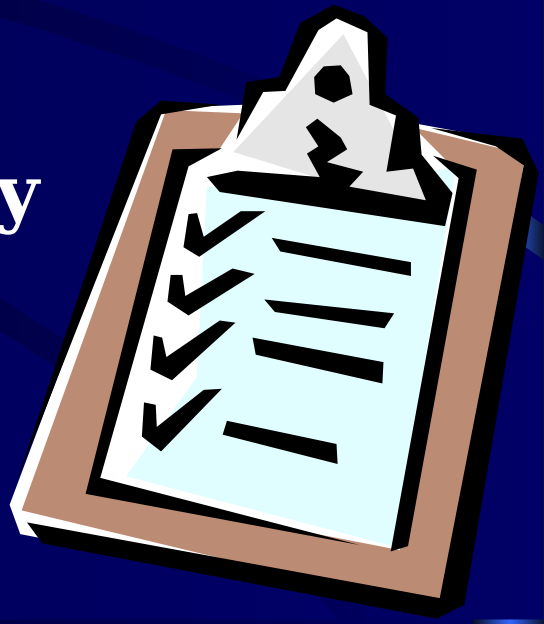
SURVEILLANCE METHODS



- **Trend Analysis**
  - **Monitors the contractor's on-going performance over time**
  - **Data for tracking trends can be gathered from all other evaluation sources and methods**

SURVEILLANCE METHODS

- **Periodic Surveillance**
  - **Samples selected on other than 100% or statistically random basis**
  - **Weekly/Monthly/Quarterly**



SURVEILLANCE METHODS

- **Contractor Metrics**
  - **Management measurement tool used to measure performance objectives**
  - **Should define what is important to the organization**
  - **Should be related to a result rather than a process**

SURVEILLANCE METHODS

- **Random Sampling**
  - **Appropriate for frequently recurring tasks**
  - **Statistically based and assumes the government receives acceptable performance if a given percentage or number of scheduled inspections are found to be acceptable**

SURVEILLANCE METHODS

- **Customer Complaint**
  - **Can be used to validate information obtained through other sources**
  - **Need to be validated**
  - **Customer training**

THIRD PARTY AUDITS

Contractor evaluation by a third party organization

ONE HUNDRED PERCENT INSPECTION

- **Inspecting the requirement every time it occurs**
- **May be required when**
  - **Critical impact**
  - **Occur infrequently**
  - **Have stringent requirem**

QUALITY INDEX

- **An indicator of quality**
- **What you are measuring is effected by what is being performed**

DEVELOPMENT OF THE QASP

- **Determine method of surveillance**
  - **Criticality of the task**
  - **Lot size**
  - **Surveillance period**
  - **Performance standard**

DEVELOPMENT OF THE QASP

- **Performance Threshold**
- **Availability of QAPs**
- **Value of surveillance in relationship to cost or task criticality**
- **Commercial practices as a result of market research**

DEVELOPMENT OF THE QASP

- **Developed simultaneously with the SOW**

- **BRAG must determine the method of surveillance for each of the requirements in the SDS**

ELEMENTS OF THE QASP

- **Ensure the government receives acceptable contractor performance against contractual requirements**

- **Contractor is responsible for quality control-not the government**

ELEMENTS OF THE QASP

- **Minimum surveillance of the contractor**
- **Tailored to the particular contract**

CONTENTS OF THE QASP

- **QASP Purpose**
- **Roles and Responsibilities**
- **Procedures**
- **Performance Objectives / Thresholds**
- **Methods of surveillance**
- **Unacceptable performance**
- **Certification of services**

CONTENTS OF THE QASP

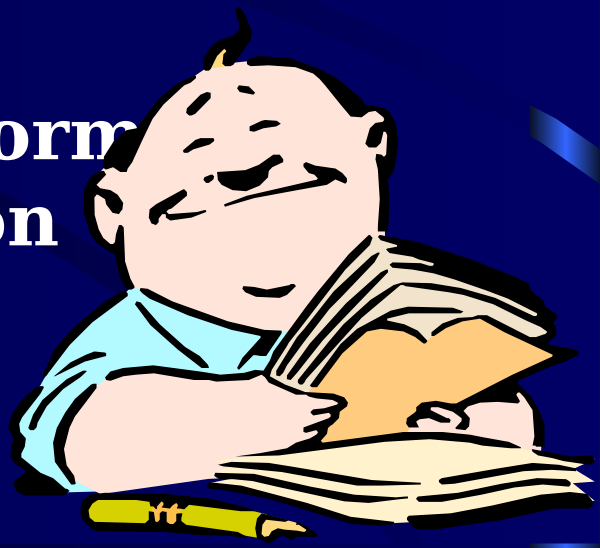
- **List of SDS items subject to observation**
- **List non-SDS items subject to observation**
- **Copy of the SOW**
- **Copy of Award Fee Plan (if applicable)**
- **Customer complaint procedures and training instructions**

USE OF THE QASP

- **Contract surveillance**
- **Prime responsibility of QAP**
- **Method of surveillance will determine how the QAP will actually evaluate the contractor’s performance**

USE OF THE QASP

- **Documenting Surveillance**
  - **Document surveillance as it is accomplished**
  - **Use AF Form 372 or any form detailing same information**



USE OF THE QASP

- **Unacceptable results**
  - **If government actions caused the unacceptable performance, take steps to prevent it in the future**
  - **If not government caused, inform the contractor's on-site representative and the CA**
  - **If the contractor disputes the results of the surveillance, refer the dispute to the CO**

NON-SDS ITEMS

- **The government retains the right to inspect any item included in the contract**

- **List procedures for non-SDS items in the QASP**

QA CONTRACT FILE

- **QAP nomination / appointment letter**
- **CO's letter to contractor of appointment**
- **Correspondence**
- **Memos for Record**
- **Records of Monthly Inspection**
- **Discrepancy Reports**
- **Certification of Services**
- **Copy of contract with modifications**
- **Copy of QASP**
- **Contractor's QC Plan**
- **Receiving Reports (i.e.; DD Forms 250**

REVIEW

- **Various inspection of services clauses**
- **Difference of insight vs oversight**
- **Contractor quality control plan (QCP) and government quality assurance surveillance plan (QASP)**

REVIEW

- **Identify surveillance methods**
- **Developing the QASP**
- **The use of the QASP**